



**Solicitation Information  
February 2, 2013**

**Addendum #1**

**RFI # 7459235**

**TITLE: State of Rhode Island Hosted Email, Communications, and Collaboration Services**

**Submission Deadline: Thursday, February 14, 2013 at 10:00 AM (EST)**

**ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES. NO FURTHER QUESTIONS WILL BE ANSWERED.**

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Assistant Director, Special Projects**

## State of Rhode Island

### RFP # 7459235: Hosted Email, Communications, and Collaboration Services

#### Vendor Questions

01/30/2013

#	Section / Page	Question	State of Rhode Island Response
1	Section 8.2	RFP Section 8.2, Method for Submitting Proposal (#4 / page 56), states that the technical proposal is limited to no more than 25 pages. The States mandatory and desired requirements alone consume 31 pages. Is it possible either expand the maximum number of pages, or to put some information into an addendum and not have this count as part of the 25 pages?	<b>The intent of the State is to receive proposals which concise and address the requirements. The State will change the limit of pages on the Technical Proposal to 100 not including appendices.</b>
2	Section 8.2	RFP Section 8.2 Method for Submitting Proposal (page 55): to whom shall vendors address transmittal letter?	<b>Daniel W. Majcher, Esq., Division of Purchases, One Capitol Hill 2nd Fl., Providence RI 02908.</b>
3	Section 2.4.13	RFP Sections 2.4.13 Phase Three (page 13) and 6.0.1.1 Pricing of Vendor Proposal (page 54): Where is Appendix B Pricing Worksheet?	<b>On the Division of Purchases website, after searching for RFP #7459235, in the the "Info" column on the left will be the letter "D" with a link. Click on the letter D and this should download Appendix B.</b>
4	Page 31	Please provide guidance on page 31, requirement 4.0.2.4.12 is listed twice. Please clarify the numbering of this section.	<b>Requirement 4.0.2.4.12 (M) Ability to perform eDiscovery actions on IM will be renumbered as Requirement 4.0.2.4.14</b>  <b>Also, Requirement 4.0.2.4.13 (M) Ability to administrate user rights for this functionality will be renumbered as Requirement 4.0.2.4.15</b>
5	Page 38	Please provide guidance on page 38, requirement 4.0.2.12.6 is listed twice. Please clarify the numbering of this section.	<b>Requirement 4.0.2.12.6 (M) Provide for 100 User Training accounts during and throughout the Project Migration including 5 instructor accounts will be renumbered as Requirement 4.0.2.12.8</b>
6	Page 39	Please provide guidance on page 39, requirement 4.0.2.13.8 is listed twice. Please clarify the numbering of this section.	<b>Requirement 4.0.2.13.8 (M) Provide bandwidth requirements and methodology for determining bandwidth required on a per user/site basis. Be specific in relation to requirement for users on a desktop client or web only access basis. will be renumbered as Requirement 4.0.2.13.9</b>
7	Page 11	Please provide guidance on the top of page 11, item number 4 is labeled "Project Plan", and refers to section 4.0.3. Section 4.0.3 is labeled "Project Management and Implementation" (pages 11 and 44). What label would you prefer we use?	<b>Use Project Management and Implementation. Table on page 11 should read (4) Project Management and Implementation (Section 4.0.3)</b>
8	Section 3.1	In the Introduction, the RFP states that Rhode Island Department of Administration/Division of Purchases is soliciting proposals in accordance with the terms of the RFP and the State's General Conditions of Purchase, which may be obtained at the Rhode Island Division of Purchases Home Page by Internet at: <a href="http://www.purchasing.ri.gov">http://www.purchasing.ri.gov</a> The State's intent is that this procurement will result in a Statewide Master Purchase Agreement. We found on the Division of Purchases Home Page an "Attachment A – State of Rhode Island General Conditions of Purchase".  Will the "State of Rhode Island Standard Terms and Conditions" in Section 3.1 of the RFP be incorporated into the Statewide Master Purchase Agreement?	<b>YES</b>
9	Section 3.1	Will the State please share the template for the Statewide Master Purchase Agreement?	<b>Other Master Price Agreements are posted on the Division of Purchases website (c lick the link for "Master Price Agreements" on the left side of the page.)</b>

10	Section 3.1	Will the Attachment A (General Conditions of Purchase) be incorporated into the final awarded Statewide Master Purchase Agreement?	<b>YES</b>
11	Requirement 4.0.2.13.7	The requirements state that the messaging must support voice mail. What is the current telephony system used by all the users planning on going to the cloud? Is unified messaging available for users today or are voicemails current received as wave attachments in users mailboxes?	<b>Requirement 4.0.2.13.7 and 4.0.2.13.8 are both designated as (D) for desirable requirements. Refer to section 2.4.1 for definition.</b>  <b>The State employs a number of Telephone Systems including Avaya (45% of the Users), IP-Phone, Centrex, each with varying capabilities and versions.</b>  <b>Unified Messaging is not available for users today.</b>
12	Requirement 4.0.2.13.7	What telephony system are users on? Are they on the latest version and is the state entitled to the latest version?	<b>The State employs a number of Telephone Systems including Avaya (45% of the Users), IP-Phone, Centrex, each with varying capabilities and versions.</b>
13	Appendix A	Does the ProofPoint solution provide the organization any service other than anti-spam, anti-virus aside? (Such as Data Loss Prevention, etc).	<b>The ProofPoint solution provides Anti-Spam, Anti-Virus, Data Loss Prevention, Encryption, and Regulatory Compliance</b>
14	Appendix A	Do you plan on using the ProofPoint solution with the cloud mail platform or are you willing to use any anti-virus, anti-spam solution built into the proposed mail platform.	<b>The State is willing and prefers to use a solution built into the proposed platform as long as it provides same services as ProofPoint.</b>
15	Section 6.0.1.1 Pricing of Vendor Proposals	Does the State require the migration of all "Archived," mail data to the intended mail platform? Is this archived data stored in a central location or only on the end-users machines?	<b>YES.</b> <b>BOTH.</b>
16	Section 6.0.1.1 Pricing of Vendor Proposals	There is only a single line-item in the Cost Table for On-Premise Licensing. Is this State expecting the same capabilities to be available to on-premise users as would be available to those users leveraging the Online Services?	<b>YES.</b>
17	Section 6.0.1.1 Pricing of Vendor Proposals	Please clarify how the State of RI would like to see on-premise licensing broken out for each of the individual functional areas listed.	<b>Please provide the Total Annual Fees for On Premise Licensing and Software Maintenance to support on-premise use. (Assumes up to 20% of the 7500).</b>
18	Section 4.0.3.12	Change Procedures. We have a change control procedure that is very similar to the States. Would the state be agreeable to a blended change control process?	<b>Vendor must comply with the State's change procedure. The State is open to improvements in the process and willing to review any Vendor recommended changes to improve efficiency.</b>
19	Appendix A	Specifically, what agencies will be migrating to the on-line solution? How many users are in each agency?	<b>Refer to Appendix A for List of Agencies and User Counts.</b>
20	Appendix A	How many users are in each agency?	<b>Refer to Appendix A for List of Agencies and User Counts.</b>